

Please note* when you read email in your Canvas account, you ARE NOT reading your SOWELA student email, you are only looking at the current messages within Canvas.

TO ACCESS YOUR STUDENT EMAIL ACCOUNT:

- Click on the “QUICK LINKS” link at the top right of the SOWELA website homepage (www.sowela.edu/) and choose “STUDENT EMAIL” from the list.
- Type your LoLA username in the “Username” box and add “@students.sowela.edu.”
- **EXAMPLE:** A student named Eric Martin, whose LoLA username is “ericmartin2,” would type “ericmartin2@students.sowela.edu” into the username box. Then hit “Next.”

(Do NOT input the quotation marks. They are only used in the examples to highlight the words or symbols used in the directions.)

- For the “Password” box, type your LoLA account password into the box.
 - **NOTE:** If you reset your password in LoLA, it may take up to 30 minutes to change for your email account.
- Once signed into Office 365 click “Outlook” on the left side of the screen.

FREE SOFTWARE TO STUDENTS

- Microsoft Office is available to all students through Office 365.
- If you need Access, please click on “Other install options” and load the 64-bit version.


TO ACCESS YOUR CANVAS ACCOUNT:

- Click on the “QUICK LINKS” link at the top right of the SOWELA website homepage (www.sowela.edu/) and select the “Canvas” link from the list.
- Type your LoLA username in the “Username” box.
- Type your current LoLA password in the “Password” box. (Canvas® uses the same username and password as LoLA.)
- If you forget your password, **you must change it on the LoLA login page** by going to <https://my.lctcs.edu> and clicking on the “I don’t know my **password**” option in the middle “Help” section. Follow instructions given on site.

TO RECEIVE FURTHER ASSISTANCE:

- Send an email to the IT help desk at help@sowela.edu that includes the following information:
 - Description of the type of help needed
 - Your full name **AND** your LoLA username
 - Your full birthdate (MM/DD/YYYY)
 - Your student ID number (L#)

NOTES:

- The IT Department **CANNOT** assist with ANY issues related to RDCs, MyMathLab, MyWritingLab, MyReadingLab, or any other course-specific software. You must ask your teachers for help with those issues.
- **Canvas, our learning management system, will not be accessible to students until the FIRST DAY OF CLASSES.**
 - On the first day of class (or later), **BEFORE** reporting a problem to the help desk follow these steps:
 - ASK YOUR INSTRUCTOR if they will be using Canvas if one or more of your registered courses does not appear on your Canvas dashboard.
 - The TEACHER must make their site(s) available to students before the coursesite links will show up on the student's dashboard (Canvas page).
- Click on the SmartNotice™ name ( SmartNotice) in the bottom right area of the SOWELA website homepage to CHECK your information for accuracy. **ADD** any additional contact information, including a cell phone number, if you wish to receive alerts by text message. **This is the program that SOWELA uses to contact you in the event of a campus or weather-related emergency.**

SOWELA Technical Community College does not discriminate on the basis of race, color, national origin, gender, disability, or age in its programs and activities. The following person has been designated to handle inquiries regarding non-discrimination policies:

Title:	Compliance Officer
Address:	3820 Sen J Bennett Johnston Ave Lake Charles, LA 70615
Telephone:	337-421-6565 or 800-256-0483
Email:	complianceofficer@sowela.edu